

Our Ref: PC/CAW

The Rt Hon Sir Alan Moses,  
Chairman,  
IPSO,  
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LONDON  
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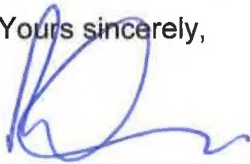
4 September, 2015

Dear Sir Alan,

Further to your letter of 23 June please find enclosed annual statements for the Jersey Evening Post and the Guernsey Press.

If you have any queries please do not hesitate to contact me.

Yours sincerely,



Paul Carter  
Managing Director, Guiton Publishing Ltd, Jersey Evening Post Ltd.

Enc:

# Jersey Evening Post

## **IPSO Annual Statement**

**Covering the period 8 September 2014 to 31 December 2014**

## Introduction – Jersey Evening Post

Guiton Publishing is the division of the Guiton Group that is responsible for the media interests in the autonomous jurisdictions of the Bailiwicks of Jersey and Guernsey that comprise the Channel Islands.

Although a single organisation, the businesses in both Jersey and Guernsey operate under laws unique to each jurisdiction and different from the UK. This means editorial decisions, although based on a common set of journalistic principles and ethics, must be made in accordance with local legislation and the requirements of Jersey common and customary law. The adherence to best-practice standards has been at the heart of the strong relationship that the Jersey Evening Post, the flagship title of the group in Jersey, has enjoyed with the community it has served for 125 years.

In common with publishers in the UK, Guiton Publishing has voluntarily signed up to IPSO and will always strive to meet its contractual obligations with the regulator. However, Jersey is not subject to the jurisdiction of the courts of England and Wales; and the States of Jersey, the Island's parliament, is the sovereign authority in the Island. While Guiton Publishing will strive to meet best-practice standards, local laws and obligations will, in all cases, need to take precedence.

The Jersey Evening Post is the Island's only daily newspaper and its online counterpart is the leading provider of digital news and commercial content. The newspaper has a local board of directors, both operationally and in non-executive capacity and also a non-exec chairman, who are prominent in the local community.

Because of the compact nature of the markets we serve, the directors are easily accessed by members of the government, officers of the law and by the wider readership in general. The weekly reach of Jersey Evening Post is in excess of 7 out of 10 adults, higher than the combined readership of the English national newspapers, the combined reach of the Radio stations and higher than commercial TV coverage.

## JEP Publications

Jersey Evening Post  
Business Brief  
Confidential  
Absolute Jersey  
MyStyle  
Jersey Weddings  
Jersey Calendar  
Jersey Days

## JEP Digital Publications

jerseyeveningpost.com  
jerseylovesfood.com  
jerseylovessport.com  
boutiquejersey.com  
BiSi.je

The publisher's responsible person is Mrs Corinne Wiseman, Editor's PA, tel: 01534 611624, [cwiseman@jerseyeveningpost.com](mailto:cwiseman@jerseyeveningpost.com)

### Our editorial standards

The Jersey Evening Post is committed to upholding the Editors' Code of Practice. Journalists are issued with copies of the code and details are set out on the company's intranet. Training sessions – internally and externally – reinforce and refresh the importance of adhering to the code. All staff are reminded of the need to uphold the code at all times and the importance of representing the news organisation and its owners – and the profession of journalism – in a positive and professional manner.

In respect of IPSO, guidance would be sought prior to publication if deemed necessary by the editors. Any guidance would be considered alongside any legal advice (if any) that had been sought. Guidance would also be sought from IPSO in resolving complaints made to IPSO. This may take the form of agreeing a suitable resolution to a complaint with IPSO acting as the conduit between the complainant and the newspaper.

The Jersey Evening Post is committed to resolving all complaints as quickly and reasonably as possible.

### Our complaints-handling process

#### *In what form are editorial complaints accepted?*

Complaints are accepted in all forms, by email, letter, telephone, via social media and in person.

#### *Who handles editorial complaints internally?*

All staff are advised that telephone, social media, in-person and email complaints that come to them directly are to be logged and passed on to their line manager, for example, the news editor. These, in turn, are collated and logged by a central staff member, the editor's PA, upon completion of an internal notice-of-complaint form.

The level at which the complaint is handled depends on its seriousness but could ultimately be passed on to be resolved by the editor or his deputy. In practice, the editor or news editor ultimately handles complaints.

Postal complaints are generally logged and directed to the editor or his deputy for handling. Complaints received via (non-personal) company social media platforms are logged/resolved by the internet editor or passed on to the editor or deputy editor if necessary.

#### *Records kept of editorial complaints and their outcomes*

The editor's PA logs all complaints and records and files the outcome. All staff have access to an internal complaints form on which details of the complaint are logged. Outcomes are similarly logged. All forms are collated centrally by the editor's PA.

### *How Jersey Evening Post seeks to resolve complaints*

Complaints which have some foundation are resolved by offering the complainant some form of redress, usually a correction/clarification in the newspaper and/or online or by removing the offending content from the online story. Corrections are, with very few exceptions, published on page 2. Requests from complainants for the publication of a correction on a specific page or for a correction to be published next to a follow-up story on the same subject are considered on their merits with a view to ensuring due prominence. Online corrections are generally added to the original article.

A significant percentage of complaints stem from a misunderstanding that can be addressed and resolved through the writing of a letter or email, usually by the editor, to the complainant. These letters aim to clarify the reasons underlying/explaining publication (prominence, news angle, page design, headline etc).

Complaints raised by our 'report abuse' button on the jerseyeveningpost.com online forum are directed to senior staff who either edit or delete the offending comment if warranted.

*What information it provides to readers and where about its internal process for editorial complaints and IPSO's complaints process*

#### **Online**

The home page of the newspapers website, jerseyeveningpost.com, features a 'Making a complaint' link, which leads to a simple explanation of the newspaper's complaints policy and a further, clearly-marked hyper-linked email address invites those with a complaint to email the editor. A postal address is also provided for those who wish to complain in writing.

The section of the website makes clear that the company abides by IPSO guidelines and contains a hyperlink direct to the IPSO website and the Editors' Code.

#### **In paper**

There is a daily panel underneath the editorial leader column which names the editor and gives an email address for the editorial department.

It also states that the Jersey Evening Post abides by the IPSO code of conduct.

In August 2015, a second panel was introduced on page 2 of the newspaper under the heading 'Complaints, corrections and clarifications'. It provides a brief explanation of the complaints policy and gives telephone, mail, email and online contact details for making a complaint.

A filler advert has been created in the newspaper headlined 'How to make a complaint about an article by this newspaper'. It states that the newspaper is committed to standards set by IPSO and its code of practice. It then gives telephone, mail, email and online contact details for making a complaint to the newspaper and advises that unresolved complaints can be taken to IPSO direct. IPSO's full contact details are then provided, including website, telephone, postal and email.

### Our training process

Reporters have all been advised about the complaints handling methods outlined above and issued with the IPSO code of practice. Their attention is drawn to relevant aspects of the code by senior managers as and when stories about juveniles etc are instigated.

The code is also posted prominently on noticeboards for reference.

All editorial staff have been advised that a new watchdog for the newspaper and magazine industry has taken over responsibility from the former Press Complaints Commission and that its aims include: 'To promote and uphold the highest professional standards of journalism in the UK, and to support members of the public in seeking redress where they believe that the Editors' Code of Practice has been breached.'

They have been advised to keep a copy of the code in pdf form on their desktop and to be aware there may be changes to this code at some stage which they will be kept updated about.

They have been told that in the event of a complaint they follow the newspaper's strict complaints procedure, shown below.

In the first instance, if alerted to a complaint you must:

- ◆ Note the complainant's name, contact details – including telephone and email.
- ◆ Log the time and the date of the initial contact.
- ◆ Establish the details of the story and the nature of the concern.
- ◆ Inform them that they can complain either in writing or via email.
- ◆ Alert your line manager immediately ie. in person, by email or by phone.
- ◆ If your line manager is unavailable, inform the editor's PA or the duty editor.

At a group company level we are in the process of securing a training programme for all staff to ensure they have a full and updated understanding of the IPSO code.

### Our record on compliance

IPSO has yet to rule on any complaints against the Jersey Evening Post.

### Appendix

Attached is a full summary list of complaints received during the period under review.

## JERSEY EVENING POST COMPLAINTS LOG – 2014

| Date     | Complaint  | Outcome   |
|----------|--|---|
| Nov 2014 | Sue Daly complained about our coverage of the Barclay-owned Sark hotel group and in particular our f/p article implying that Sark was closed for business ( <i>14 November</i> ).  | The editor did not agree that the headline required an apology but confirmed that we had run a full-page article on 20 Nov giving opposing views, and agreeing to publish a version of Sue Daly's letter ( <i>25 Nov</i> ). |
| Nov 2014 | Anne Dupré about an article on Jersey slang which included an item she claimed was derogatory of her father-in-law Jurat Clarrie Dupré ( <i>19 November</i> ).   | The editor agreed it should not have been published and offered to print a correction and apology. Mrs Dupré accepted the private apology but did not want anything further published.                                      |
| Nov 2014 | <p>The Bible Society about an article (<i>22 November</i>) where a father criticised a school for allowing the Bible Society to talk to the assembly. They claimed the report was inaccurate, the word 'preach' should not have been used and they also said that, contrary to the report, the journalist did not approach them for a comment.</p> <p>The editor disagreed that the report was inaccurate and was also happy with preach being used in the context. He confirmed that our reporter had attempted to contact them but offered to publish a letter from them about their concerns.</p> | <p>The Bible Society apologised as, on checking their records, they confirmed that we had phoned them.</p> <p>They still didn't agree with some of the article and the JEP published their letter on 22 December.</p>       |